Positive Response

- Members & Locating Companies -

Locate Status Updates

After finding the desired locate request go to the Locate Status Tab (see Member Ticket Search)

1. To Edit/Update a Locate Status
   a. Press the Edit button near the top-right side of the page, This will enable the "Edit" column in the Member List (secondary Edit button at the bottom-right of the Member List is also available)
   b. Press the Edit link for your corresponding record, this will open the Status modification box

c. All Status modifications require that a Ticket Status be selected and the Utility "Type" to be entered (mandatory fields are marked with a red asterisk "*")
d. Select the appropriate Ticket Status from the dropdown list
    i. Descriptions of available Status's are shown under the Member List of every ticket in the Positive Response Statuses and Descriptions box
    ii. "Locate Request Sent" is the default status for all Members currently participating via Digline's Positive Response service
    iii. "Not Available" is the default status for all Members who participate in positive response via alternate methods or do not participate in positive response altogether
    iv. "Cancelled" and "Disabled" are for Digline use only
    v. Depending on the status selected you may be required to provide more information
        1. "Marked/Complete" and "Cleared/No Conflict" both require the Closed Date field to be set
            a. Closed Date is the date the locate was completed
        2. "Not Complete", "Contact Utility" & "Unable to Locate" require a description or explanation be given in the Notes field
e. The "Processed by" and "Locator" fields are available for use but are not mandatory
    i. Recommended for use if multiple users have access to the same login credentials
f. The "Last Update" field is a system auto-field that keeps record of the timestamps for each update
g. After filling out the required & desired fields press the "Save" button for the update to be accepted